

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
				Date Received MAR - 1 2012 30-JAN-2012	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address [REDACTED]	
City WALDORF		State MD	Zip Code [REDACTED]		Evening Telephone Number [REDACTED]
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C8GM684X5R [REDACTED]			Make CHRYSLER	Model PACIFICA	Model Year 2005
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City		State	Zip Code	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 29-JAN-2012
	☐ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage 92000	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i>					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2005 CHRYSLER PACIFICA. THE CONTACT STATED THAT THE GEAR SELECTOR FAILED TO SHIFT FROM PARK INTO DRIVE. THE MANUFACTURER ISSUED A CUSTOMER SATISFACTION PERTAINING TO THE GEAR SHIFT LEVER INTERLOCK RETURN SPRING HOOK HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE CONTACT PLANNED TO HAVE THE VEHICLE REPAIRED AT HER OWN EXPENSE. THE APPROXIMATE FAILURE MILEAGE WAS 92,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

WALDORF CHRYSLER JEEP

11755 Business Park Drive

WALDORF, MARYLAND 20601

METRO (301) 843-5200 LOCAL (301) 645-9445

ST. MARY'S (301) 884-0200

FIVE STAR



It's better. We'll prove it.

434240925884
WALDORF CHRYSLER-PLYMOUTH
11755 BUSINESS PARK DR
WALDORF, MD 20601
301-843-5200

PLEASE CALL OUR DIRECT PARTS LINE FOR FASTER SERVICE
*****301-843-2387*****

SPECIAL ORDERED AND ELECTRICAL PARTS ARE NOT RETURNABLE

Sale

XXXXXXXXXX

VISA

Entry Method: Swiped

NO RETURNS ON ELECTRICAL PARTS OR SPECIAL
ORDERED PARTS. THESE SALES ARE FINAL, NO REFUND
NO RETURNS AFTER 10 DAYS. ALL RETURNS SUBJECT
TO A 20% RETURN CHARGE. ALL REFUNDS BY CHECK.

01/30/12

15:17:19

Inv #: 152489

Appr Code: 693604

Appr'd: Online

Batch#: 030001

Total:

\$ 162.00

CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
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PENDING DAVID M HIGGINS

01/30/12

152489

CHR

Customer Copy

WALDORF, MD

NO RETURNS ON SPECIAL ORDERED PARTS NO RETURN ON ELECTRICAL PARTS

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B.O.					
1	0	4880276-AB SHIFTER T 21030407	SP-ORD	152.83	152.83	152.83
PARTS AND SERVICE OPEN SATURDAY'S THIS INVOICE MUST BE PRESENTED TO PICK UP ALL SPECIAL ORDERED PARTS. REFUNDS, EXCHANGES OR RETURNS HONORED MONDAY THRU FRIDAY ONLY.				SUBTOTAL		152.83
				TAX		9.17
				FREIGHT		0.00
				PAY THIS AMOUNT		162.00

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

REFUNDS OR EXCHANGES CANNOT BE HONORED WITHOUT THIS INVOICE. PARTS AND SUPPLIES ARE NOT RETURNABLE AFTER 10 DAYS. ALL RETURNED MERCHANDISE SUBJECT TO A 20% FACTORY SERVICE CHARGE. SPECIAL ORDERED AND/OR ELECTRICAL PARTS ARE NOT RETURNABLE FOR ANY REASON. WE CANNOT BE HELD RESPONSIBLE FOR ANY ORDER (NOT PICKED UP) AFTER 30 DAYS. REFUNDS BY CHARGE CARD OR CHECK ONLY.

RECEIVED BY

14:17:22 CUSTOMER COPY

NET572

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Reprintable and Resizable: ERMZPRTCN TO ORDER: www.mopar.com 1-800-344-5999 for 1-800-331-0052

SF616307 Q (05/04)

WALDORF MD

SPALTINGER, MD 2037

22 FEB 2012 PM 1 L



USDOT
NAT'L HIGHWAY TRAFFICE ADMIN.
OFFICE OF DEFECTIVE INVESTIGATION
NVS-210
1200 NEW JERSEY AVE, SE
WEST BUILDING
WASHINGTON DC 20590

